

From: PUCWeb Notification <Do.Not.Reply@puc.idaho.gov>
Sent: Tuesday, March 21, 2023 4:00 PM
To: Jan Noriyuki <jan.noriyuki@puc.idaho.gov>
Subject: Notice: A comment was submitted to PUCWeb

The following comment was submitted via PUCWeb:

Name: Matthew Castrigno
Submission Time: Mar 21 2023 3:31PM
Email: matthew@castrigno.com
Telephone: 208-859-4276
Address: 1727 S Division Ave
Boise, ID 83706

Name of Utility Company: Intermountain Gas

Case ID: INT-G-22-07

Comment: "Hello, I believe Intermountain Gas could better serve customers by modifying their auto pay service. Currently there is only one choice for the payment date, the due date. For many public service employees, like my school teacher spouse, that get paid only once a month this make budgeting and cash flow management difficult. Especially difficult if that date is just before pay day. The gas bill in an unknown amount so if you are coming to the end the pay month you have to keep an unknown amount of money in your checking account to cover that last minute bill. This is compounded by the fact that all the other utility companies have the same self serving policy. They want their money as soon as possible regardless of the challenges this imposes on some customers. This is an easy programming change to give some flexibility in the date the withdrawal is made. It is a one time modification and does not require an ongoing expense to the company. Thank you, Matthew Castrigno"

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